

PRESIDIO OF MONTEREY ARMY HEALTH  
CLINIC

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# Patient Services Guide







## **WELCOME**

Welcome to Presidio of Monterey Army Health Clinic (POMAHC). We wish both visitors and patients the very best during your visit to our clinic.

Our motto is "Care With Compassion" and our mission is "Provide and coordinate state-of-the art care for all our enrolled beneficiaries, while promoting optimal health and maintaining readiness."

We take great pride in our people, our facility and our success in providing high quality and accessible health and wellness services to our patients.

We realize that an illness can be a stressful time in the life of you and your family. This Patient Guide was developed to answer some of your questions and make your visit as pleasant as possible.

We look forward to providing or coordinating exceptional medical care for you when you need it. We hope every aspect of service during your visit with us goes beyond your highest expectations.

The Command and  
Staff of Presidio of  
Monterey Army Health  
Clinic



## PHONE NUMBER DIRECTORY & ADDRESS

Medical Appointment Line	831-242-5741 / 5234
Dental Appointment Line	831-242-5612 / 5613
Naval Postgraduate School Dental Clinic	831-656-2477
Family Advocacy Program	831-242-6342
Immunization Clinic	831-242-5672
Naval Administrative Unit	831-242-5614 / 5615
Debt Collection Assistance Officer	831-242-4374
Medical Records	831-242-5234
Information	831-242-5663
Occupational Health Clinic	831-242-7990 / 4532
Medical Care Recovery Office	831-242-4374
Patient Representative	831-242-5332
Pharmacy	831-242-5382
Physical Exam Section	831-242-5672
Preventive Medicine	831-242-4826
Pediatric Clinic Appointment Line	831-242-5742
Civilian Contract Limited Enrollment	
POMAHC Command Suite	831-242-7550
Referral Management Coordinator	831-242-4374
American Red Cross	831-242-6800
American Red Cross After Hours	800-540-2000
After hours Social Work emergencies	831-648-2177
TRICARE Beneficiary Line	1-888-874-9378
TRICARE Service Center (TSC)	1-888-874-9378
Medical Officer on Duty (After Hours)	831- 648-2177

CALMED Home Page (Much more information and the Soldier's Health Care Guide)

[http://www.mamc.amedd.army.mil/calmed/pom\\_clinic\\_index.htm](http://www.mamc.amedd.army.mil/calmed/pom_clinic_index.htm)

## Hours of Operation

### HEALTH CLINIC HOURS:

Monday	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
0700 to 1600	0700 to 1800*	0700 to 1800*	0700 to 1200	0700 to 1600

\* By Appointment Only (1600 – 1800)

### SICK-CALL APPOINTMENT LINE

Monday thru Friday
0630 to 0900

### APPOINTMENT LINE

Monday	Tuesday	Wednesday	Thursday	Friday
0900 to 1600	0900 to 1600	0900 to 1600	0900 to 1200	0900 to 1600

### ARMY SUBSTANCE ABUSE PROGRAM

Monday	Tuesday	Wednesday	Thursday	Friday
0700 to 1600	0700 to 1600	0700 to 1600	0700 to 1200	0700 to 1600

### IMMUNIZATIONS

Monday	Tuesday	Wednesday	Thursday	Friday
1200 to 1600	1200 to 1600	1200 to 1600	CLOSED	1200 to 1600



### LABORATORY

Monday	Tuesday	Wednesday	Thursday	Friday
0700 to 1545	0700 to 1545	0700 to 1545	0700 to 1130	0700 to 1545

### Wellness Center, Mental Health, Nutrition, Social Work

Monday	Tuesday	Wednesday	Thursday	Friday
0730 to 1600	0730 to 1600	0730 to 1600	0730 to 1200	0730 to 1600

### ORTHOTICS

Monday	Wednesday
0700 to 1500	0700 to 1500

### PHARMACY

Monday	Tuesday	Wednesday	Thursday	Friday
0700 to 1630	0700 to 1630	0700 to 1630	0700 to 1200	0700 to 1630

Dispensing Window 0730-1630, \*\*except no dispensing of 'new' prescriptions from 1215-1315.

### RADIOLOGY (X-RAY)

Monday	Tuesday	Wednesday	Thursday	Friday
0700 to 1600	0700 to 1600	0700 to 1600	0700 to 1200	0700 to 1600

### PEDIATRIC CLINIC

Monday	Tuesday	Wednesday	Thursday	Friday
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0830 to 1630	0830 to 1630	0830 to 1630	0830 to 1630	0830 to 1630
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Lunch 1230-1330

DENTAL CLINIC      Dental Sick Call 0700 to 0830, M - F

Monday	Tuesday	Wednesday	Thursday	Friday
0700 to 1100	0700 to 1100	0700 to 1100	0700 to 1200	0700 to 1100
1300 to 1600	1300 to 1600	1300 to 1600	Closed	1300 to 1600

PHYSICAL THERAPY, OPTOMETRY, AND ORTHOPEDICS

By Appointment

Due to current operational tempo, limited dependent/retiree services are available only in Pharmacy, Pediatrics and Diagnostic Testing. Please contact the clinic for further clarification. **MILITARY DEPENDENTS SHOULD CHECK IN WITH THE TSC FOR INFORMATION ON LOCAL MEDICAL PROVIDERS & SERVICES**

# Patients Bill of Rights

## **Your Rights Include:**

**Quality Healthcare:** Quality care and treatment consistent with accepted standards and without discrimination. You may seek a second opinion concerning any aspect of your treatment. Express your spiritual beliefs and cultural practices and actively participate with healthcare providers in the development of your treatment plan.

**Respect:** Respectful and responsive care that includes treatment of symptoms and effective pain management

**Privacy and Confidentiality:** Privacy and confidentiality concerning medical care, within law and military regulations.

**Know About Who Takes Care of You:** Know the name and professional credentials of healthcare personnel, primarily responsible for your care. Receive information about health plan options, providers, and facilities so you can make informed health care decisions.

**An Explanation(s) of Care:** Explanation(s) concerning your/your child's diagnosis, treatment, procedures, and prognosis of illness in a manner you understand. When it is appropriate, we will provide information to next of kin or a person you designate.

**Informed Consent:** Receive information in non-clinical terms necessary to give informed consent prior to the start of any procedure or treatment, except in emergencies. Such information should include, but not be limited to, the specific procedures or treatment, the medically significant complications and/or benefits. You may request information concerning medical alternatives.

**Safe Environment:** Care and treatment in a safe environment.

**Refuse Treatment:** If treatment is refused or the healthcare provider's instructions are not followed you are responsible for any outcomes.

**Transfer and Continuity of Care:** Expect reasonable continuity of care. Know in advance what appointment times and providers are available and at what location. A transfer to another facility or provider will occur only after explanation of the need for transfer and acceptance by the new provider/facility.

**Advanced Directives:** Direct the health care team on the extent of care you wish to receive. This is done through advanced directives (living will and/or medical durable power of attorney) and communication with the health care team. *Should you become unable to provide direction due to serious illness, you have the right to have your care directed and determined by your own advanced directive or by your designated decision maker.*

**Information about Medical Charges:** Seek assistance/information regarding health care expenses from a TRICARE representative.

**Voice Issues/Concerns:** Voice concerns regarding your health care, without recrimination, to include discussion of ethical issues and have these issues/concerns reviewed and resolved. This can be accomplished by speaking with the clinic/department Officer-In-Charge, the Noncommissioned Officer-In-Charge, the Patient Representative, or the Commander.

**Information about Rules and Regulations:** Information about rules and regulations applicable to your conduct as a patient and how patient complaints are initiated, reviewed, and resolved.

**You Have the Responsibility To:**

**Provide Information:** Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health, to the best of your knowledge. Promptly inform those treating you of any changes in your condition or apparent adverse reaction to prescribed care.

**Understand Your Treatment:** Inform your health care provider immediately if you do not understand the recommended course of treatment or procedure, and what is expected of you.

**Comply with Prescribed Treatment:** Comply with your medical treatment plan, to include recommended follow-up care and medications. Report to appointments on time and notify the facility when appointments cannot be kept.

**Follow Rules and Regulations:** Be considerate of the rights of other patients and personnel; assist in the control of noise; you are also responsible for the behavior of persons accompanying you. Be respectful of the property of other persons and of the facility. Conduct yourself in a respectful and proper manner.

**Return Medical Records:** Return medical records to the facility for appropriate filing and maintenance after you transport medical records for appointments or consultations. All medical records documenting care provided are property of the U.S. Government.

**Pay any Medical Charges:** Ensure that financial obligations associated with your health care are fulfilled as promptly as possible.

**Provide Patient Comments:** Assist the U.S. Army Medical Department Activity Commander in providing the best possible care to all beneficiaries. Recommendations, questions, complaints and/or compliments should be submitted to the Patient Representative.

## **MILITARY HEALTH SYSTEM**

### **NOTICE OF PRIVACY PRACTICES**

**Effective April 14, 2003**

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

**If you have any questions about this notice, please contact your local Military Treatment Facility (MTF) Privacy Officer or, if necessary, the TRICARE Management Activity (TMA) Privacy Officer at *www.tricare.osd.mil*.**

This Notice of Privacy Practices is provided to you as a requirement of the Health Insurance Portability and Accountability Act (HIPAA). It describes how we may use or disclose your protected health information, with whom that information may be shared, and the safeguards we have in place to protect it. This notice also describes your rights to access and amend your protected health information. You have the right to approve or refuse the release of specific information outside of our system except when the release is required or authorized by law or regulation.

#### **ACKNOWLEDGMENT OF RECEIPT OF THIS NOTICE**

You will be asked to provide a signed acknowledgment of receipt of this notice. Our intent is to make you aware of the possible uses and disclosures of your protected health information and your privacy rights. The delivery of your health care services will in no way be conditioned upon your signed acknowledgment. If you decline to provide a signed acknowledgment, we will continue to provide your treatment, and will use and disclose your protected health information for treatment, payment, and health care operations when necessary.

#### **WHO WILL FOLLOW THIS NOTICE**

This notice describes the Military Health System (MHS) practices regarding your protected health information. For this notice, the MHS includes the following:

- Any Department of Defense (DoD) health plan
- Military Treatment Facilities (References to MTFs within this notice include both medical and dental treatment facilities and all providers/staff who operate under their auspices.)
- TRICARE Regional Offices
- Headquarters activities, such as the Surgeons General of the Military Departments and the TRICARE Management Activity

The MHS is part of an organized health care arrangement with the Coast Guard. The Coast Guard and its treatment facilities will also follow these practices.

### **Military Activity and National Security (45 CFR 164.512 (k) (1) (2))**

When the appropriate conditions apply, we may use or disclose protected health information of individuals who are Armed Forces personnel (1) for activities believed necessary by appropriate military command authorities to ensure the proper execution of the military mission including determination of fitness for duty; (2) for determination by the Department of Veterans Affairs (VA) of your eligibility for benefits; or (3) to a foreign military authority if you are a member of that foreign military service. We may also disclose your protected health information to authorized Federal officials for conducting national security and intelligence activities including protective services to the President or others.

### **Disclosures by the Health Plan**

DoD health plans may also disclose your protected health information. Examples of these disclosures include verifying your eligibility for health care and for enrollment in various health plans and coordinating benefits for those who have other health insurance or are eligible for other government benefit programs. We may use or disclose your protected health information in appropriate DoD/VA sharing initiatives.

## **Active Duty Sick Call**

Sick call for members assigned to units located in Monterey is done on a walk-in basis at the Presidio of Monterey Army Health Clinic (POMAHC) Monday through Friday from 0700-0900. Soldiers, except NCOs' and Officers, need to bring a DD689, Sick Call Slip, from their unit. Air Force personnel should report to the 311<sup>th</sup> TRS Medical Office.

All patients are assigned a Primary Care Manager at POMAHC and can report for sick call on a walk-in basis. Soldiers will be triaged between 0700 – 0900 and seen for urgent and acute medical conditions all others will be directed to make an appointment for routine medical conditions. Urgent and Acute problems are defined as any problem which started within 72 hours.

### **THERE IS NO AFTERNOON SICK CALL**

## **Appointments**

Patients need to call the Presidio of Monterey Army Health Clinic Appointment Line at (831) 242-5741 to request an appointment.

Patients requesting a same day (acute) appointment are forwarded to the Clinic Nurse. The nurse will assist in making a determination if the patient needs to be seen for a same day appointment, routine appointment or if self-care instructions can be given.

## Naval Post Graduate School Students Only

Health Care appointments may be requested by e-mail.

Go to the Naval Post Graduate School website: [www.nps.edu](http://www.nps.edu)

Go to "Current Students"; Go to "Medical Services"; Request Appointment

Submit request for appointment by 0630 the POMAHC should contact you by 0730. If you have not received a reply by 0800 call the routine appointment line.

Dental care is also available at the Naval Branch Dental Clinic Monterey located in Room 419 on the 4th floor of Herrmann Hall. Telephone (831) 656-2477

### After hours / Emergency Care

If you have an EMERGENCY (what a prudent lay person would consider possibility of loss of life, limb or eyesight) please call 9-1-1 or go to the nearest Emergency Room for treatment. Please call or report to the clinic the next business day for an appointment with your PCM for follow-up care.

If you are acutely ill, please call the Medical Officer on Duty (MOD) to discuss your situation. If you cannot be seen at the MTF, you may be authorized to be seen at an urgent care center in the area and be given authorization for the visit.

During weekends/holidays and base closure days, please call the MOD on-call pager, **(831) 648-2177**, who will provide authorization and direct you to the appropriate facility for care.

Abuse of the Urgent Care Guidelines may result in you being held liable for any medical costs.

## DEERS

The Defense Enrollment Eligibility Reporting System is a worldwide computerized data bank of uniformed service members (active duty, Reserve Component, and retirees), their family members, and others who are eligible for military benefits, including TRICARE. Service members (sponsors) are automatically registered in DEERS, but it is the sponsor's responsibility to ensure that his or her family members are registered correctly.

All sponsors should ensure that their family member's status (marriage, divorce, new child, etc.), residential address, telephone numbers, and e-mail address are current in DEERS at all times.

The key to receiving timely, effective TRICARE benefits, appointments, prescriptions, claims processing, is proper registration in DEERS. Sponsors and eligible family

members must show as eligible for TRICARE in DEERS. Network providers and pharmacies verify TRICARE eligibility in DEERS before rendering services or filling prescriptions. For more information, contact the Personnel Service

Center (831)-242-5209. DEERS information may also be verified by calling DEERS at 1-800-538-9552.

## TRICARE: Active Duty Service Members

Active duty service members (ADSMs) are enrolled in either TRICARE Prime or TRICARE Prime Remote (TPR) depending on where they live and work. If enrolled in TRICARE Prime, most care is received at military treatment facilities (MTFs). If the MTF cannot provide the care, the active duty service member is referred to a civilian provider with payment from funds under the Supplemental Health Care Program (SHCP). If enrolled in TPR, most care is received from a TRICARE network primary care manager (PCM), if available. If a network provider is not available, active duty service members receive care from a TRICARE-authorized/certified provider.

### Behavioral Health Care Requirements

- Active duty service members must receive behavioral health care services at a military treatment facility (MTF) when available. If care cannot be provided at the MTF, services will be provided within the civilian network.
- Except in the case of an emergency, active duty service members **must** have a referral and prior authorization from TRIWEST to seek any behavioral health care from a civilian network or non-network provider, including the first eight outpatient visits.
- Active duty service members using TPR can receive civilian behavioral health care with a prior authorization from TRIWEST.

## TRIWEST-TRICARE Online

Beneficiaries of TRICARE who register to receive secure access to Triwest.com can

- Track specialty referral status
- Check claim status
- Check personal or family member eligibility
- View out-of-pocket expenses
- Update personal information.

Register online at: <https://www.triwest.com/triwest/default.html>



## Medical Records

The Medical Records Office is responsible for maintaining, tracking, and safeguarding all records for patients using POMAHC as their primary care facility. Personnel assigned to the section ensure that every medical record is maintained in order as prescribed by regulation and is readily available for the health care provider. The medical record is the property of the US Government and must be maintained by the military treatment facility from which you receive your primary care. In 2004 medical facility Commanders were directed to implement changes to ensure the ability to retrieve documentation of care provided to every patient. To comply with this directive, we “closed” the medical record system. Patients are no longer permitted to sign out their personal medical record or the records of any of their family members. All patients may request copies of their records (please allow 10 days to complete), but the original record will remain within the Clinic and will be mailed or express shipped to the next duty station upon receipt of a request from that duty station. Additionally, if there are records located at other facilities, a request to have those records forwarded to POMAHC will need to be completed at the POMAHC Medical Records Office.

We have the capability to fax pertinent information to referring providers and other medical treatment facilities as required. Those requesting to pick up medical information for beneficiaries over the age of 18, married and/or pregnant, or high school graduates will be required to present a completed DD Form 2870, Authorization for Disclosure of Medical or Dental Information, which can be obtained at the Medical Records Office or online. This is to ensure we maintain compliance with the requirements set forth under the Health Information Portability and Accountability Act.

The Medical Records Office is closed at 1200 on Thursday's of each week in order to conduct training.

## Appointment Failures

Failure to keep a scheduled appointment without prior notification not only consumes valuable provider time, but also denies someone else that time slot. Please let us know if you cannot make it! Failed appointments can result in disciplinary action for active duty members. Failure of a TRIWEST authorized appointment may result in addition to disciplinary action a service fee charged to you by the provider.

## Pharmacy

The Pharmacy provides prescriptions to all eligible beneficiaries. Beneficiaries can have prescriptions written by civilian providers, provided the medication is in stock. For Active Duty Service Members our pharmacy provides Over-the-Counter (OTC) medication contact the pharmacy for details.

Beneficiaries and Active duty patients with prescriptions from outside the Military Treatment Facility (MTF) are to contact the pharmacy. To view the list of medications on the Pharmacy Formulary go to either.

<http://www.pec.ha.osd.mil/ac01001.htm>

[http://www.pec.ha.osd.mil/bcf/bcf\\_genr.htm](http://www.pec.ha.osd.mil/bcf/bcf_genr.htm)

## Dental

Dental Sick Call Hours: 0700-0830

Our Dental staff offers a wide range of services to active duty members. Due to current operational tempo, routine care for other beneficiaries is not available. We encourage family member to utilize TRICARE DEPENDENT DENTAL INSURANCE Program.

Dental care is also available for Naval Post Graduate Students at the Naval Branch Dental Clinic Monterey located in Room 419 on the 4th floor of Herrmann Hall. Telephone (831) 656-2477

## Pediatric Clinic (Civilian PCM, Limited Enrollment)

The Presidio of Monterey Army Health Clinic provides primary health care to children from birth to the 18th birthday. Eligible beneficiaries are those who have signed-up for TRICARE Prime with a POMAHC Pediatric provider as the Primary Care Manager (PCM). The scope of services provided by the clinic includes comprehensive well childcare with immunizations, management of acute minor illnesses, management of stable chronic illnesses, and coordination of care with pediatric specialists and medical centers for highly specialized evaluation.

## Specialty Services

The Presidio of Monterey Army Health Clinic provides the following specialty services.

- Optometry
- Physical Therapy
- Orthotics
- Wellness Center
- Mental Health
- Nutrition
- Social Work
- Army Substance Abuse Program
- Physical Examinations
- Radiology
- Laboratory
- Preventive Medicine
- Occupational Health
- Immunizations

## David Grant Medical Center Shuttle Service

Shuttle bus service to Travis Air Force Base is available for those patients with appointments at David Grant Medical Center. The shuttle is available Monday – Friday at the following times:

DEPART: POMAHC Bldg.422 0400

ARRIVE: Approximately 0700

DEPART: David Grant Medical Center 1500

ARRIVE: POMAHC Approximately 1800

The shuttle will stop at the scheduled designated stop regardless if anyone is there or not. Actual arrivals and departures may vary according to traffic and the LAST ACTIVE DUTY APPOINTMENT.

## Soldier Health Maintenance Manual

The Army Center for Health Promotion and Preventive Medicine (USACHPPM) has developed a self-care program for soldiers on active duty. A self-care manual, *The Soldier Health Maintenance Manual*, is the central part of the self-care program. The manual contains basic health tips to help you stay healthy, symptom evaluation charts to help you determine when you can care for yourself, what over-the-counter medications are recommended, and when to seek medical care. The manual is at no time meant to replace seeking health care when you need it. As always, when in doubt, seek medical attention. Many of the principles of the self-care program, such as those just mentioned, can be used by anyone. Brochures are available in the clinic lobby.

<http://chppm-www.apgea.army.mil/documents/TG/TECHGUID/TG272.pdf>

## Patient Administration Services

**DEBT COLLECTION ASSISTANCE OFFICE (DCAO):** Located in the POMAHC, Bldg 422. The DCAO is a position established to provide assistance (not legal advice) to beneficiaries with debt collection problems related to medical bills. The DCAO will determine the validity of the collection agent claim/negative credit report for medical debt and help find a resolution. If you have received a notice from a collection agency or a negative credit report because of a medical bill, you should call or visit the DCAO.

**MEDICAL CARE RECOVERY PROGRAM:** The Medical Recovery Program provides the statutory and regulatory authority to recover the reasonable value of medical care rendered for injuries or illnesses provided at Government expense. If you are involved in an accident of any type promptly notify the MCRP Office of your accident. All accident related information must be released through the Medical Care Recovery Office.

**Health Benefits Advisor:** The Health Benefits Advisor is available to assist with questions regarding TRICARE benefits, in resolving TRICARE problems, and in completing forms associated with TRICARE benefits. Located in the POMAHC, Bldg 422.

**TRICARE SERVICE CENTER (TSC):** Due to current operational tempo, limited dependent/retiree services are available only in Pharmacy, Pediatrics and Diagnostic Testing. Please contact the clinic for further clarification. **MILITARY DEPENDENTS SHOULD CHECK IN WITH THE TSC FOR INFORMATION ON LOCAL MEDICAL PROVIDERS & SERVICES.** The TSC is located in the Stillwell Community Center at the Fort Ord Military Community. Telephone (888) 874-9378. The web site is [www.tricare.osd.mil](http://www.tricare.osd.mil)

**PATIENT REPRESENTATIVE OFFICE (PRO):** Located at POMAHC. This office provides a patient advocate service. The PRO acts as a liaison between patients and health care providers. The PRO receives and processes complaints, compliments, or suggestions regarding the POMAHC. The philosophy of the POMAHC is that most complaints center around a breakdown in communication between patients and providers. Such issues can be resolved by removing barriers to communication and reestablishing a dialogue. The PRO also provides patients with updates of changes within the POMAHC and general assistance as needed.

**Naval Medical Administrative Unit (NMAU):** NMAU is located in the trailer next to the POM Army Health Clinic and provides the following services:

- Maintain your health record
- Health Benefits Advisor assistance
- Obtain consultation/referral authorization
- Overseas and sea duty screening
- Exceptional Family Member Program (EFMP)
- Limited Duty/Physical Evaluation Board coordinator
- Preventive Medicine Inspections of NPS

**PHYSICAL EVALUATION BOARD LIAISON OFFICE (PEBLO):** Located in POMAHC, Room M-2. Responsible for processing medical boards for active duty soldiers.

**REFERRAL MANAGEMENT OFFICE:** This office provides Active Duty and eligible members with assistance in coordinating medical appointments through the TRICARE / TRIWEST managed care support contractor.

## Instructions for Physical Exams

- Please report to POMAHC at 7:00 a.m. on your scheduled appointment date. Anyone reporting late will be instructed to reschedule their appointment.
- You must stop eating at 11 p.m. the night before your appointment. Please do not eat or drink anything, except water.

- You may take prescribed medications as instructed
- Remove contact lenses at least 24 hours in advance of your physical and bring your eyeglasses with you. You will be turned away if you are wearing contacts and will be asked to return on another day.
- Part II of your physical exam is a scheduled appointment with a health care provider. This appointment can be scheduled immediately after the Part I physical is complete.
- NOTE: Retirement Physicals must be done within 120 days of terminal leave.
- Part I Physicals can take up to 4 hours to complete

## Specialty Health Care Referral Process

For specialty health care needs your provider may refer your care either to David Grant Air Force Medical Center, Naval Hospital Lemoore or to a local TRICARE / TRIWEST network provider.

Patients will be contacted by David Grant Medical Center to schedule appointments. The Referral Management Center (RMC) at the POMAHC will coordinate patient referrals for local specialty care services unavailable at the POMAHC. The RMC office is located in the POMAHC.

1. The Primary Care Manager (PCM) will put in a referral for specialty care for you.
2. You will receive an authorization letter from TRICARE/TRIWEST within 10 business days which will include the name of the specialist, location of the office and a phone number. It will also have number of visits authorized and expiration date of the referral.
3. You are responsible for calling the Specialty Doctor listed and schedule your appointment.
4. If the specified specialist desires any medical records, information for your scheduled visit, you may call the Referral Management Center to inquire on the status of your record copies.
5. Follow the instructions in the authorization letter.

If you have not received your authorization via mail by 10 business days, PLEASE call TRIWEST (888) 874-9378 or the RMC at (831) 242-4374.

PLEASE REMEMBER:

Take a copy of the authorization letter to your appointment. In addition to your TRICARE card/Military ID card to your appointment.

DEERS information is utilized to contact you concerning your authorization. Please ensure the information in DEERS is accurate or you will NOT receive your authorization letter.

## Medical Evaluation Boards

Disability laws allow the Secretary of the Army to remove from active duty those who can no longer perform their duties because of a physical disability, in order to maintain a fit and vital force, and to fairly compensate members whose military careers are cut short due to a service-connected or service-aggravated physical disability. Chapter 61 of Title 10 U.S.C. is the mechanism and it applies to all grades, both active and reserve.

## Local Area Hospitals

### **Community Hospital of the Monterey Peninsula**

23625 Holman Highway  
Monterey, CA

(831) 624-5311

### **Salinas Valley Memorial Hospita**

450 E. Romie Lane  
Salinas, CA.

(831) 757-4333

### **Natividad Medical Center**

1330 Natividad Road  
Salinas, CA.

(831) 755-4111

### **David Grant Medical Center**

101 Bodin Circle  
Travis Air Force Base, CA.

(707) 799-5352

### **Lemoore Naval Air Station**

937 Franklin Ave  
Lemoore, CA

(559) 998-4481

## **Urgent Care Centers**

In certain circumstances patients may need to be seen by a healthcare provider after hours. After hours care that is first authorized by the Medical Officer on Duty (MOD) **831-648-2177**, may be directed to an urgent care center. Locations are;

### **Monterey Bay Urgent Care Center**

245 Washington St. (just before the tunnel)  
Monterey, CA

(831) 372-2273

### **Pinacle Urgent Care**

947 Blanco Cir. Ste A  
Salinas, CA

(831) 770-0444

**Doctor's on Duty may not always have a physician on duty, please call first.**

### **Doctor's on Duty**

2260 North Fremont  
Monterey, CA.

(831) 372-6700

501 Lighthouse Avenue  
Monterey, CA.

(831) 649-0770

3130 Del Monte Blvd.  
Marina, CA.

(831) 883-3330

1137 North Main Street  
Salinas, CA.

(831) 757-1110

1212 South Main Street  
Salinas, CA.

(831) 422-7777

558 Abbott Street Suite A  
Salinas, CA.

(831) 755-7880

453 Canyon Del Rey  
Del Rey Oaks, CA.

(831) 392-1790

## **Frequently Asked Questions**

*Can I come in to be treated for any condition on sick call?*

Active duty service members can be seen on sick call for acute injuries and minor illnesses, such as colds, flu, ankle sprains, and minor cuts and bruises. You can also be treated for ongoing medical conditions, but only if your pain or disability has worsened to the point that you urgently need treatment. If you have long-term pain or illness, you will be offered a same day appointment for a more thorough evaluation. You are encouraged

to call the central appointment line at 242-5741 to schedule an appointment with your PCM.

*I have run out of medication and I have no more refills. Can I get a medication refilled during sick call?*

Call 242-5741 to schedule an appointment. If you are totally out of your chronic medications, the POMAHC pharmacy will give you a ten day supply after you have booked an appointment in the clinic. This does not apply to narcotics and other controlled medications.

*I need my profile extended. Can I just come in to sick call and have it extended without seeing a provider?*

Extending physical profiles requires an evaluation by a health care provider. You can call or schedule an appointment through the central appointment line, 242-5741. Do not wait until the last minute prior to your APFT to update your profile.

*What is an Advance Directive (Living Will)?*

Advance Medical Directives (AMD), are written instructions stating how you want your future medical decisions made, in the event that you become unable to make or to communicate such decisions for yourself. The two most commonly prepared advance directives are a living will and a medical power of attorney.

Active duty patients have the same right to an AMD as non-active duty patients. However, under certain circumstances, active duty personnel may not refuse life saving medical or surgical treatment.

If you do have an AMD, let your healthcare provider know about it and discuss your wishes with them. You should also ensure a copy of your AMD is filed in your outpatient medical record. It is advisable to keep a copy with you; in the event you are admitted to a civilian hospital, a copy can be placed in your inpatient record.

*How do I get an Advance Directive (Living Will)?*

If you currently do not have an AMD and would like one, the Legal Assistance Office is available to provide advice and assist you in preparing one.

You may also verbally inform your provider if you wish to change or revoke your AMD. Lastly, since laws vary from state to state, you should verify that an AMD prepared in one state continues to be valid in another, when a move takes place.

*How do I see a specialist?*

Referral to a specialist is obtained through your Primary Care Manager (PCM). If you feel you need to see a specialist, please make an appointment with your PCM to discuss your concerns. If specialty care is necessary your PCM will enter a consult order.



*Can my family get Prescriptions filled from Civilian Doctors?*

POMAHC pharmacy accepts civilian prescriptions and will dispense the medication providing it is on the formulary.

*I was injured in an accident what is Third Party Collections? What is my responsibility?*

If you are involved in an accident of any type, please provide that information to your Health Care Provider at the time of treatment. Promptly notify the Medical Care Recovery (MRP) Office.

MRP provides the statutory and regulatory authority to recover the reasonable value of medical care rendered for injuries or illnesses provided at Government expense to active duty members, dependents (as defined at 10U.S.Code 1072), and retirees (as defined at 10 U.S. Code 1074), under circumstances creating third party tort liability.

The Medical Affirmation Claims (MAC) Program (42 U.S. Code 2651-1653 and CFR 43), the Federal Claims Collection Act (31 U.S. Code 3711-3720 A and 4 CFR 101-105), and the Third Party Collection Program (10 U.S. Code 1095 and 32 CFR 220), apply to these claims.

Please bring your insurance identification card in addition please bring a copy of the police or accident report. You will be asked to complete and sign a DD FORM 2527 and DD FORM 2569. The Legal Office will then contact you.